

# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

<b>1. POST</b> PANAMA	<b>2. AGENCY</b> STATE	<b>3a. POSITION NO.</b> A59021
--------------------------	---------------------------	-----------------------------------

**3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.**    ☐ Yes    ☒ No

**4. REASON FOR SUBMISSION**

- ☐ a. Reclassification of duties: This position replaces  
Position No. \_\_\_\_\_, \_\_\_\_\_ (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade)
- ☐ b. New Position
- ☒ c. Other (explain) To reflect significant changes to the duties and responsibilities

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Telephone Technician; FSN-615 (T)	FSN-6		03/21/12
b. Other				
c. Proposed by Initiating Office				

<b>6. POST TITLE POSITION (if different from official title)</b> Telephone/Radio Technician	<b>7. NAME OF EMPLOYEE</b>
--	----------------------------

<b>8. OFFICE/SECTION</b> American Embassy Panama	a. First Subdivision Administrative Section
---	--

b. Second Subdivision Information Management Office	c. Third Subdivision IPC/TRSU
--	----------------------------------

<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>  <div style="border-top: 1px solid black; display: flex; justify-content: space-between;"> <span>Typed Name and Signature of Employee</span> <span>Date(mm-dd-yy)</span> </div>	<b>10. This is a complete and accurate description of the duties and responsibilities of this position.</b>  <div style="border-top: 1px solid black; display: flex; justify-content: space-between;"> <span>Typed Name and Signature of Local Supervisor</span> <span>Date(mm-dd-yy)</span> </div>
--	---

<b>11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.</b>  <div style="border-top: 1px solid black; display: flex; justify-content: space-between;"> <span>Typed Name and Signature of American Supervisor</span> <span>Date(mm-dd-yy)</span> </div>	<b>12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.</b>  <div style="border-top: 1px solid black; display: flex; justify-content: space-between;"> <span>Typed Name and Signature of Human Resources Officer</span> <span>Date(mm-dd-yy)</span> </div>
--	---

**13. BASIC FUNCTION OF POSITION**

Incumbent serves as the Telephone/Radio Technician and carries out other duties relevant to the Telephone and Radio Service Unit (TRSU). This includes the maintenance of the Nortel-CS 1000 telephone switch and Call-Pilot, carrier equipment, UPS and PC, the installation of telephones, twisted pair and modular jacks. Installs and services FM two-way portable and mobile radios, base transceiver and antennas

#### **14. MAJOR DUTIES AND RESPONSIBILITIES**

- 1- 60% OF TIME  
Performs Installation, repair and maintenance on the unclassified switching and intercommunicating system at post, include the Nortel CS 1000 telephone switch and Call-Pilot, ATT PC Console; multi-line and single line telephones, modems, answering machines, FAX machines, UPS, PC, twisted pair, modular jacks, and call cost management system, and troubleshoots voice and data circuits.
- 2- 30% OF TIME  
Performs installation and service to post radio system, include repeaters, base stations, handheld and mobile radio and antennas. Maintains the radio inventory.
- 3- 10% OF TIME  
Attends other TRSU related duties.

#### **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education: A minimum of two years college or university studies is required.
- b. Prior Work Experience: Two years actual experience repairing and installing telephone end user equipment and one year experience on PBX maintenance and administrative program input is required.
- c. Post Entry Training: During the probationary period, incumbent will receive on the job training
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read):  
Must have a proficiency level III for (speaking/reading) English and Spanish language.
- e. Job Knowledge: Know troubleshooting procedures, telephone circuits, basic telephone features, basics on carriers, Cat-5 cabling and cable pair code. Must be knowledgeable on computer applications including Word, Excel, Outlook and also Internet Explorer. Must know to operate hand-held and mobile radio.
- f. Skills and Abilities: Must have good technical skills in the utilization of a wide variety of tools, telephone and radio equipment; i.e. test equipments, signal generator, watt meters, spectrum analyzer, etc. Also the ability to relay information to switchboard operators, users, and as required.

#### **16. POSITION ELEMENTS**

- a. Supervision Received: Incumbent works under the supervision of the Telephone and Radio Service Unit supervisor. He can work independently on routine tasks

- b. Supervision Exercised: Supervises the technical service provider technicians when contracted
- c. Available Guidelines: Vendor manual, service provider regulation, FSN Employee Handbook, trade publication.
- d. Exercise of Judgment: Required when dealing with U.S Mission personnel in providing assistance, and when working along with service providers.
- e. Authority to Make Commitments: NONE
- f. Nature, Level and Purpose of Contacts: Communicate with all TRSU service users, Government least apartment users, Establishes professional and technical contact with technicians and section heads from companies providing telecommunications service
- g. Time Expected to Reach Full Performance Level: One year